

10-11 DAY SERVICES OBSERVATION

5/12/2010

PURPOSE

Day observations are being conducted in order to determine the progress made toward implementation of Day Activity, Career Preparation, Community Services - Group, and/or Support Center Services. The intent is to observe the services offered to determine if participants are offered services consistent with service definitions, and/or Department of Disabilities and Special Needs' (DDSN) policies/procedures, and if services are offered in a manner that affords each participant the opportunity for a meaningful day.

PROCESS

Observations will be made of all services (Day Activity, Career Preparation, Community Services, Support Center) offered by the provider. In some cases, observations of multiple locations may be required. Observational visits may occur in advance of or during the annual scheduled compliance review. On rare instances, the observation may take place within two (2) weeks after the review.

Observations should encompass three (3) areas:

- The environment/facility/schedule;
- Staff interactions/knowledge; and,
- Service recipients.

Observations should be made in the least intrusive manner possible. Probes are listed in each observational area to guide those observing. It is not expected that each probe be observed or asked. The probes are intended only to provide guidance for the observer. As needed, observers may ask questions of staff in order to gain a better understanding of the observation. Observations of positive practice and challenges should be summarized by the observer.

FACILITY BASED DAY SERVICES**AREAS FOR OBSERVATION**

N/A = Did not observe

PROVIDER: _____

LOCATION: _____

ENVIRONMENT**PROBES**

- Services available
_____ Career Preparation _____ Support Center Services
_____ Community Services (Group) _____ Day Activity Services
- A schedule (hours of operation) is available for the facility
- The schedule appears to allow sufficient time for 2 units a day (if necessary)
- The schedule allows time for adequate assistance/supervision during meals/snacks.
- The structure of the environment is conducive to learning and/or service provision.
- The environment does not present obvious hazards or unsafe conditions/situations.

SUMMARY OF OBSERVATION**STAFF****PROBES**

- Staff understand the service being provided (not the name of the services but the definition/intent) and activities provided reflect this understanding.
- Staff is aware of care and supervision responsibilities for the people in their care.
- Curricula and materials are available when applicable and necessary to assist the activities of the services being observed.
- Primary focus of the staff is on the person and the expectation of accomplishing an appropriate outcome for the activity being observed.
- Staff appear to have a logical training strategy for the activities being observed.
- When complaints occur staff know what to do to resolve the issue.

SUMMARY OF OBSERVATION**SERVICE RECIPIENTS****PROBES**

- People are actively engaged in activities that are appropriate to the service being provided.
- Activities take place in a natural setting when available.
- Activities are age appropriate (if not, is the activity clearly the person's choice).
- People are purposely engaged in the activity being observed.
- Skills being taught/practiced are appropriate and considered essential for the activity being observed (e.g., meaningful, useful, purposeful).
- When needed, people know who to go to for help.

SUMMARY OF OBSERVATION